

Incident Report

As of 11/2/2010

Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution	
	Low	FCR Total
Environmental Quality	121	121
	62	62
Customer Company Total	121 62	121 62

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
Environmental Quality	121 3	121 3
Customer Company Total	121 3	121 3

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Environmental Quality	121 0.09	121 0.09
Customer Company Total	121 0.09	121 0.09

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Environmental Quality	121 8	121 8
Customer Company Total	121 8	121 8

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	ATTR Total
Environmental Quality	121 1.18	121 1.18
Customer Company Total	121 1.18	121 1.18

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Detail

INC000000193842	Kiran Bhayani	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR: 9.32
INC000000196485	Bill Craig	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000198147	Kiran Bhayani	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 3.81
INC000000198152	Amanda Smith	Mobile Devices	Error	None		TIR Missed: No	TIR: 0.90
	Capitol Desktop Support	Danielle Hood	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.10
INC000000198319	Leah Ann Lamb	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR: 7.69
INC000000198342	Kate Tipple	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR: 0.83
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.83
INC000000198549	Kiran Bhayani	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.88
INC000000198986	Sarah Malluche Templeton	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000198989	Ellen Lund	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000199025	Sheila Stone	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.07
INC000000199191	David Snyder	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR: 8.50
INC000000199314	Kate E Johnson	Telecom	Hardware	Telephone		TIR Missed: No	TIR: 0.07
	Voice Operations	Annette Nielsen	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.14
INC000000199414	Monique Rodriguez	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 2.12
INC000000199559	Bob Hart	Print/Copy/Scan/Fax	Error Code	Adobe Reader		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000199771	Chad Harris	Telecom	Dial Tone	None		TIR Missed: No	TIR: 0.07
	Voice Operations	Annette Nielsen	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000199815	Eric Baiden	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Hosting	Jill Berman	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.06

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INC000000199860	Eric Baiden	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.77
INC000000199924	Barbara Perkins	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000199936	Teri Weiss	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000199981	Harold Sandbeck	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.13
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.72
INC000000200028	Renette Anderson	Mobile Devices	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low Closed	TTR Missed: Yes	TTR: 8.49
INC000000200066	Sonja Robinson	Network	Incident	None	TIR Missed: Yes	TIR: 1.79
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 1.79
INC000000200127	Diane Hernandez	Application	Error	WinZip	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000200330	Harold Sandbeck	None	None	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000200335	Teri Weiss	Application	Error	Internet Explorer	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000200338	Diane Hernandez	Network	Incident	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000200385	Robin Kelly	Application	Password	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000200418	Monique Rodriguez	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low Closed	TTR Missed: No	TTR: 3.19
INC000000200421	Michael Moss	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000200426	Linda Gould	Application	Password	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000200429	Jim Lansbarkis	None	None	None	TIR Missed: Yes	TIR: 1.78
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 1.78
INC000000200870	Edith VanVleet	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low Closed	TTR Missed: No	TTR: 5.31
INC000000200921	John Whitehead	Application	Error	Adobe Reader	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low Closed	TTR Missed: Yes	TTR: 6.20

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INC000000201006	Steven Onysko	Application	Error	None		TIR Missed: No	TIR: 0.24
	Enterprise Security	Bart Grant	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.59
INC000000201234	Sandy Dixon	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000201262	Marty Gray	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000201438	Rolf Johnsson	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.25
INC000000201441	Amanda Reidhead	Application	Error	Microsoft Access 2003		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.53
INC000000201834	David Snyder	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.24
	Voice/Data/WAN Services	Mitch Hood	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.46
INC000000201853	Mark Hansen	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000201855	Eileen Brennan	None	None	Microsoft Word		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000201988	Hilary Arens	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.83
INC000000202063	Tina Mercer	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 3.71
INC000000202097	Scott T Anderson	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.49
INC000000202099	Arlene Lovato	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.49
INC000000202301	Faye Bell	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.02
INC000000202319	Sandy Dixon	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000202326	Peter Verschoor	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000202336	Sonja Robinson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000202353	Mark Bertelson	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000202787	Deborah Ng Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.30
INC000000202788	John Mackey Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.89
INC000000202790	Arlene Lovato Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.87
INC000000203078	Wade Hansen Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.80
INC000000203204	Hillary Mason Metro B Desktop Support	Network Bill Crowther	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000203212	Teri Weiss Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	Mozilla Firefox Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000203267	Gwyn Galloway Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000203635	Mark Schmitz Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.49
INC000000203670	Kevin Beery Metro B Desktop Support	PC/Laptop Bill Crowther	Virus Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000203882	Colt Smith Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	Mozilla Firefox Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000203892	Monique Rodriguez Metro B Desktop Support	PC/Laptop Tom Hanson	Hardware Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.16
INC000000203923	Sharon Anderson Metro B Desktop Support	PC/Laptop Steve McCann	Virus Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000203935	Bill Wallner Metro B Desktop Support	Mobile Devices Steve McCann	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000204399	Edith VanVleet Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000204454	Lisa Gelino-Titcomb Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000204460	Gregory Mortensen Metro B Desktop Support	Application Steve McCann	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000204622	Pam Jacob Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Error Code Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000204671	Kevin Carney	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000204729	Jim Martin	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000204787	Susan Weisenberg	Application	None	Microsoft PowerPoint		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000204795	Jalynn Knudsen	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000204798	Amanda Smith	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000205009	Jalynn Knudsen	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.42
INC000000205198	Craig W Jones	Telecom	Voice Mail	None		TIR Missed: No	TIR: 0.19
	Voice Operations	Annette Nielsen	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.23
INC000000205380	Scott Daly	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.92
INC000000206056	Harold Sandbeck	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000206063	Harold Sandbeck	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000206389	Tina Mercer	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 2.58
INC000000206574	Ilene Staker	Telecom	None	Telephone		TIR Missed: No	TIR: 0.13
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.33
INC000000206588	Judy Etherington	Telecom	None	None		TIR Missed: No	TIR: 0.13
	Voice Operations	Gail Christiansen	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR: 12.14
INC000000208017	Cheryl Prawl	Application	Reporting	None		TIR Missed: No	TIR: 0.21
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.23
INC000000208063	Shane Bekkemellom	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.12
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.16
INC000000208079	Brad M Lauchnor	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.37
INC000000208148	Craig Silotti	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000208282	Delene Stevenson Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	Microsoft Access 2003 Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.33
INC000000208284	Phil Burns Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	Microsoft Access 2003 Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 6.00
INC000000208368	Leah Ann Lamb Capitol Desktop Support	Mobile Devices Danielle Hood	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 3.39
INC000000208545	Mike Herkimer Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	WordPerfect Office 2002 Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.73
INC000000208694	Kimberly A Wilcox Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000208706	Norm Erikson Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000209218	Mary Fugate Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000209221	Svetlana Kopytkovskiy Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.11
INC000000209360	Robert Herbert Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.54
INC000000209407	Rik Ombach Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000209411	Richard Sanborn Metro B Desktop Support	None Bill Crowther	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000209535	Jeffrey Ostermiller Capitol Desktop Support	Mobile Devices Danielle Hood	None Environmental Quality	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.19 8.48
INC000000209664	John Whitehead Capitol Desktop Support	Mobile Devices Danielle Hood	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.85
INC000000209720	Jalynn Knudsen Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 13.68
INC000000209728	Roman Kuprov Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000209739	Sandy Dixon Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Incident Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000209949	Shane Bekkemellom Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000209966	Molly Bringhurst Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Toner/Fuser/Ink Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000210198	Hao Zhu Voice Operations	Telecom Kelly Johnson	Hardware Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.80
INC000000210405	Harry D Campbell Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.37
INC000000210561	Tina Mercer Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.61
INC000000210658	Mark Berger Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	Mozilla Firefox Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000210667	Rachel Winters Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000210693	Ping Xi Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Error Code Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000211165	Donna Spangler Voice Operations	Telecom Kelly Johnson	Feature Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 0.66
INC000000211170	Donna Spangler Metro B Desktop Support	Mobile Devices Steve McCann	Error Environmental Quality	BlackBerry Configuration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.20
INC000000211239	Dave Allison Metro B Desktop Support	Network Bill Crowther	Password Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000211293	Elden Olsen Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000211615	Ken Wilde Metro B Desktop Support	None Bill Crowther	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000211864	Rebecca Troutman Metro B Desktop Support	PC/Laptop Steve McCann	Performance Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000211870	Bryce Bird Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000211917	Emily Flemer Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.93
INC000000212159	Gwyn Galloway Metro B Desktop Support	Network Bill Crowther	Incident Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212162	Jule Fausto Metro B Desktop Support	Remote Connectivity Bill Crowther	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

Incident Report

As of 11/2/2010

Environmental Quality

INC000000212240	Shane Bekkemellom	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000212242	Leah Ann Lamb	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000212261	Wade Hansen	Application	None	Microsoft Word		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00